

ITB NO. 512-8493, PURCHASE OF A "HELP DESK" SOFTWARE SYSTEM SOLUTION

PURCHASING DIVISION
100 N. ANDREWS AVENUE
FORT LAUDERDALE, FL 33301
(954) 828-5933
FAX (954) 828-5576

City of Fort Lauderdale
INVITATION TO BID NO.512-8493
e-mail: purchase@ci.ftlaud.fl.us

ISSUE DATE: 5/3/01
PAGE 1 OF 34
**BIDS MUST BE RECEIVED
PRIOR TO 2:00 P.M.
ON: 5/31/01**

TITLE: Purchase of A "Help-Desk" Software System Solution

PROCUREMENT SPECIALIST: Linda R. Wilson, C.P.M., CPPB
CONTACT FOR TECHNICAL QUESTIONS: Donna Dargis, Technical Specialist

DEPT: ADM. SVS/Info Technology
PHONE: (954) 828-5126

BIDDER MUST COMPLETE THE FOLLOWING

Vendor Name:

Discount for total award of bid: (section 1.04)

Number & Street:

Bids are firm for Acceptance for 90 days (section 1.05)

City, State, Zip (+4)
(see General Conditions Section 1.01)

Yes _____ No _____ Other _____

Was this Invitation mailed to the Correct address?

Mark "X" here _____ and we will adjust our records

State or reference any variances (section 1.06)

Area Code and Telephone No.

() -

800 -

FAX () -

Web site address: <http://www>

e-mail:

NO BID: If not submitting a bid, state reason below and return on copy of this form (section 1.07)

Delivery: Calendar days after receipt of Purchase Order: (section 1.02)
_____ days

Payment Terms: (section 1.03)

_____ net _____

Does your firm qualify for MBE, WBE, SBE status
In accordance with Section 1.08 of General Conditions?

MBE _____ WBE _____ SBE _____

How to Submit Bids/Proposals: It will be the sole responsibility of the Bidder to ensure that his bid reaches the City of Fort Lauderdale, City Hall, Purchasing Division, 6th floor, Room 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the bid opening date and time listed. Do not submit via Facsimile. Facsimile bids will not be accepted.

Each bid envelope must be sealed with the following information stated on the **OUTSIDE** of the envelope:

BID NO. 512-8493

Title: PURCHASE Help-Desk Software System Solution
@ 2:00 PM

Opens: 05/31/01

Vendor Certification: I, the below signed hereby agree to furnish the required article(s) or services(s), at the price(s) and terms stated subject to all instructions, conditions, specifications, and all attachments hereto. I have read all attachments and fully understand what is required. By submitting this bid, I certify that I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications contained in this bid. I certify that I have not divulged to, discussed with, or compared this bid with any other bidder(s) and have not colluded with any other bidder(s) or parties to this bid. I certify I am authorized to contractually bind the bidding firm.

Signature of Authorized Representative

Title (Typed or Printed)

Name of Authorized Representative (typed or printed)

Date:

The Purchasing Division maintains a 24 hour per day Invitation To Bid hotline listing all current ITB's. Call (954) 828-5727 to keep abreast of our current needs, or check our website www.ci.ftlaud.fl.us/Purchasing Bids

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

City of Fort Lauderdale GENERAL CONDITIONS

These instructions are standard for all contracts for commodities or services issued through the City of Fort Lauderdale Division of Purchasing. The City may delete, supersede, or modify any of these standard instructions for a particular contract by indicating such change in the Invitation to Bid (ITB) Special Conditions, Technical Specifications, Instructions, Proposal Pages, Addenda, and Legal Advertisement.

PART I BIDDER PROPOSAL PAGE(S) CONDITIONS:

- 1.01 **BIDDER ADDRESS:** The City maintains automated vendor mailing lists for each specific Commodity Class Item. Invitation to Bid (ITB'S) will be mailed first to a selection of Bidders who have fully registered on our system. Requests will be mailed to unregistered Bidders within a reasonable time frame for that bid only. Neither the mailing of one ITB to the vendor, nor a bid in return, will register a vendor on our system. If you wish purchase orders sent to a different address, please so indicate. If you wish payments sent to a different address, please so indicate on your invoice.
- 1.02 **DELIVERY:** Time will be of the essence for any orders placed as a result of this ITB. The City reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the Bidder and accepted by the City.
- 1.03 **PAYMENT TERMS AND CASH DISCOUNTS:** Payment terms, unless otherwise stated in this ITB, will be considered to be net 30 days after the date of satisfactory delivery at the place of acceptance and receipt of correct invoice at the office specified, whichever occurs last. Bidder may offer cash discounts for prompt payment but they will not be considered in determination of award. If a Bidder offers a discount, it is understood that the discount time will be computed from the date of satisfactory delivery, at the place of acceptance, and receipt of correct invoice, at the office specified, whichever occurs last.
- 1.04 **TOTAL BID DISCOUNT:** If Bidder offers a discount for award of all items listed in the bid, such discount shall be deducted from the total of the firm net unit prices bid and shall be considered in tabulation and award of bid.
- 1.05 **BIDS FIRM FOR ACCEPTANCE:** Bidder warrants, by virtue of bidding, that his bid and the prices quoted in his bid will be firm for acceptance by the City for a period of ninety (90) days from the date of bid opening unless otherwise stated in the ITB.
- 1.06 **VARIANCES:** For purposes of bid evaluation, Bidder's must indicate any variances, no matter how slight, from ITB General Conditions, Special Conditions, Specifications or Addenda in the space provided in the ITB. No variations or exceptions by a Bidder will be considered or deemed a part of the bid submitted unless such variances or exceptions are listed in the bid and referenced in the space provided on the bidder proposal pages. If variances are not stated, or referenced as required, it will be assumed that the product or service fully complies with the City's terms, conditions, and specifications.
- By receiving a bid, City does not necessarily accept any variances contained in the bid. All variances submitted are subject to review and approval by the City. If any bid contains material variances that, in the City's sole opinion, make that bid conditional in nature, the City reserves the right to reject the bid or part of the bid that is declared, by the City as conditional.
- 1.07 **NO BIDS:** If you do not intend to bid please indicate the reason, such as insufficient time to respond, do not offer product or service, unable to meet specifications, schedule would not permit, or any other reason, in the space provided in this ITB. Failure to bid or return no bid comments prior to the bid due and opening date and time, indicated in this ITB, may result in your firm being deleted from our Bidder's registration list for the Commodity Class Item requested in this ITB.
- 1.08 **MINORITY AND WOMEN BUSINESS ENTERPRISE PARTICIPATION AND BUSINESS DEFINITIONS:** The City of Fort Lauderdale wants to increase the participation of Minority Business Enterprises (MBE), Women Business Enterprises (WBE), and Small Business Enterprises (SBE) in its purchasing activities. If your firm qualifies in accordance with the below definitions please indicate in the space provided in this ITB.

Minority Business Enterprise (MBE) "A Minority Business" is a business enterprise that is owned or controlled by one or more socially or economically disadvantaged persons. Such disadvantage may arise from cultural, racial, chronic economic circumstances or background or other similar cause. Such persons include, but are not limited to: Blacks, Hispanics, Asian Americans, and Native Americans.

The term 'Minority Business Enterprise' means a business at least 51 percent of which is owned by minority group members or, in the case of a publicly owned business, at least 51 percent of the stock of which is owned by minority group members. For the purpose of the preceding sentence, minority group members are citizens of the United States who include, but are not limited to: Blacks, Hispanics, Asian Americans, and Native Americans.

Women Business Enterprise (WBE) a "Women Owned or Controlled Business is a business enterprise at least 51 percent of which is owned by females or, in the case of a publicly owned business, at least 51 percent of the stock of which is owned by females.

Small Business Enterprise (SBE) "Small Business" means a corporation, partnership, sole proprietorship, or other legal entity formed for the purpose of making a profit, which is independently owned and operated, has either fewer than 100 employees or less than \$1,000,000 in annual gross receipts.

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

BLACK, which includes persons having origins in any of the Black racial groups of Africa.

WHITE, which includes persons whose origins are Anglo-Saxon and Europeans and persons of Indo-European decent including Pakistani and East Indian.

HISPANIC, which includes persons of Mexican, Puerto Rican, Cuban, Central and South American, or other Spanish culture or origin, regardless of race.

NATIVE AMERICAN, which includes persons whose origins are American Indians, Eskimos, Aleuts, or Native Hawaiians.

ASIAN AMERICAN, which includes persons having origin in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands.

Part II DEFINITIONS/ORDER OF PRECEDENCE

- 2.01 **BIDDING DEFINITIONS:** The City will use the following definitions in its general conditions, special conditions, technical specifications, instructions to bidders, addenda and any other document used in the bidding process:
INVITATION TO BID (ITB) when the City is requesting bids from qualified Bidders.
REQUEST FOR PROPOSALS (RFP) when the City is requesting proposals from qualified Proposers.
BID – a price and terms quote received in response to an ITB.
PROPOSAL – a proposal received in response to an RFP.
BIDDER – Person or firm submitting a Bid.
PROPOSER – Person or firm submitting a Proposal.
RESPONSIVE BIDDER – A person whose bid conforms in all material respects to the terms and conditions included in the ITB.
RESPONSIBLE BIDDER – A person who has the capability in all respects to perform in full the contract requirements, as stated in the ITB, and the integrity and reliability that will assure good faith performance.
FIRST RANKED PROPOSER – That Proposer, responding to a City RFP, whose Proposal is deemed by the City, the most advantageous to the City after applying the evaluation criteria contained in the RFP.
SELLER – Successful Bidder or Proposer who is awarded a Purchase Order or Contract to provide goods or services to the City.
CONTRACTOR – Successful Bidder or Proposer who is awarded a Purchase Order, award Contract, Blanket Purchase Order agreement, or Term Contract to provide goods or services to the City.
CONTRACT – A deliberate verbal or written agreement between two or more competent parties to perform or not to perform a certain act or acts, including all types of agreements, regardless of what they may be called, for the procurement or disposal of equipment, materials, supplies, services or construction.
CONSULTANT – Successful Bidder or Proposer who is awarded a contract to provide professional services to the City.
The following terms may be used interchangeably by the City: ITB, or RFP; Bid or Proposal; Bidder, Proposer, or Seller; Contractor or Consultant; Contract, Award, Agreement, or Purchase Order.
- 2.02 **SPECIAL CONDITIONS:** Any and all Special Conditions contained in this ITB that may be in variance or conflict with these General Conditions shall have precedence over these General Conditions. If no changes or deletions to General Conditions are made in the Special Conditions, then the General Conditions shall prevail in their entirety,

PART III BIDDING AND AWARD PROCEDURES:

- 3.01 **SUBMISSION AND RECEIPT OF BIDS:** To receive consideration, bids must be received prior to the bid opening date and time. Unless otherwise specified, Bidder's should use the proposal forms provided by the City. These forms may be duplicated, but failure to use the forms may cause the bid to be rejected. Any erasures or corrections on the bid must be made in ink and initialed by Bidder in ink. All information submitted by the Bidder shall be printed, typewritten or filled in with pen and ink. Bids shall be signed in ink. Separate bids must be submitted for each ITB issued by the City in separate sealed envelopes properly marked. When a particular ITB or RFP requires multiple copies of bids or proposals they may be included in a single envelope or package properly sealed and identified. Only send bids via facsimile transmission (FAX) if the ITB specifically states that bids sent via FAX will be considered. If such a statement is not included in the ITB, bids sent via FAX will be rejected. Bids will be publicly opened in the Purchasing Office, or other designated area, in the presence of Bidder's, the public, and City staff. Bidders and the public are invited and encouraged to attend bid openings. Bids will be tabulated and made available for review by Bidder's and the public in accordance with applicable regulations.
- 3.02 **MODEL NUMBER CORRECTIONS:** If the model number for the make specified in this ITB is incorrect, or no longer available and replaced with an updated model with new specifications, the Bidder shall enter the correct model number on the bidder proposal page. In the case of an updated model with new specifications, Bidder shall provide adequate information to allow the City to determine if the model bid meets the City's requirements.
- 3.03 **PRICES QUOTED:** Deduct trade discounts, and quote firm net prices. Give both unit price and extended total. In the case of a discrepancy in computing the amount of the bid, the unit price quoted will govern. All prices quoted shall be F.O.B. destination, freight prepaid (Bidder pays and bears freight charges, Bidder owns goods in transit and files any claims), unless otherwise stated in Special Conditions. Each item must be bid separately. No attempt shall be made to tie any item or items contained in the ITB with any other business with the City.
- 3.04 **TAXES:** The City of Fort Lauderdale is exempt from Federal Excise and Florida Sales taxes on direct purchase of tangible property. Exemption number for Federal Excise taxes is 59-74-0111K, and State Sales tax exemption number is 16-03-196479-54C.
- 3.05 **WARRANTIES OF USAGE:** Any quantities listed in this ITB as estimated or projected are provided for tabulation and information purposes only. No warranty or guarantee of quantities is given or implied. It is understood that the Contractor will furnish the City's needs as they arise.

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

- 3.06 APPROVED EQUAL:** When the technical specifications call for a brand name, manufacturer, make, model, or vendor catalog number with acceptance of APPROVED EQUAL, it shall be for the purpose of establishing a level of quality and features desired and acceptable to the City. In such cases, the City will be receptive to any unit that would be considered by qualified City personnel as an approved equal. In that the specified make and model represent a level of quality and features desired by the City, the Bidder must state clearly in his bid any variance from those specifications. It is the Bidder's responsibility to provide adequate information, in his bid, to enable the City to ensure that the bid meets the required criteria. If adequate information is not submitted with the bid, it may be rejected. The City will be the sole judge in determining if the item bid qualifies as an approved equal.
- 3.07 MINIMUM AND MANDATORY TECHNICAL SPECIFICATIONS:** The technical specifications may include items that are considered minimum, mandatory, or required. If any Bidder is unable to meet, or exceed these items, and feels that the technical specifications are overly restrictive, he must notify the Purchasing Division immediately. Such notification must be received by the Purchasing Division prior to the deadline contained in the ITB, for questions of a material nature, or prior to five (5) days before bid due and open date, whichever occurs first. If no such notification is received prior to that deadline, the City will consider the technical specifications to be acceptable to all bidders.
- 3.08 MISTAKES:** Bidders are cautioned to examine all terms, conditions, specifications, drawings, exhibits, addenda, delivery instructions and special conditions pertaining to the ITB. Failure of the Bidder to examine all pertinent documents shall not entitle him to any relief from the conditions imposed in the contract.
- 3.09 SAMPLES AND DEMONSTRATIONS:** Samples or inspection of product may be requested to determine suitability. Unless otherwise specified in Special Conditions, samples shall be requested after the date of bid opening, and if requested should be received by the City within seven (7) working days of request. Samples, when requested, must be furnished free of expense to the City and if not used in testing or destroyed, will upon request of the Bidder, be returned within thirty (30) days of bid award at Bidder's expense. When required, the City may request full demonstrations of units prior to award. When such demonstrations are requested, the Bidder shall respond promptly and arrange a demonstration at a convenient location. Failure to provide samples or demonstrations as specified by the City may result in rejection of a bid.
- 3.10 LIFE CYCLE COSTING:** If so specified in the ITB, the City may elect to evaluate equipment proposed on the basis of total cost of ownership. In using Life Cycle Costing, factors such as the following may be considered: estimated useful life, maintenance costs, cost of supplies, labor intensity, energy usage, environmental impact, and residual value. The City reserves the right to use those or other applicable criteria, in its sole opinion, that will most accurately estimate total cost of use and ownership.
- 3.11 BIDDING ITEMS WITH RECYCLED CONTENT:** In addressing environmental concerns, the City of Fort Lauderdale encourages Bidders to submit bids or alternate bids containing items with recycled content. When submitting bids containing items with recycled content, Bidder shall provide documentation adequate for the City to verify the recycled content. The City prefers packaging consisting of materials that are degradable or able to be recycled. When specifically stated in the ITB, the City may give preference to bids containing items manufactured with recycled material or packaging that is able to be recycled.
- 3.12 USE OF OTHER GOVERNMENTAL CONTRACTS:** The City reserves the right to reject any part or all of any bids received and utilize other available governmental contracts, if such action is in its best interest.
- 3.13 QUALIFICATIONS/INSPECTION:** Bids will only be considered from firms normally engaged in providing the types of commodities/services specified herein. The City reserves the right to inspect the Bidder's facilities, equipment, personnel, and organization at any time, or to take any other action necessary to determine Bidder's ability to perform. The Purchasing Manager reserves the right to reject bids where evidence or evaluation is determined to indicate inability to perform.
- 3.14 BID SURETY:** If Special Conditions require a bid security, it shall be submitted in the amount stated. A bid security can be in the form of a bid bond, postal money order, cashiers check, or irrevocable letter of credit. Bid security will be returned to the unsuccessful bidders as soon as practicable after opening of bids. Bid security will be returned to the successful bidder after acceptance of the performance bond or irrevocable letter of credit, if required; acceptance of insurance coverage, if required; and full execution of contract documents, if required; or conditions as stated in Special Conditions.
- 3.15 PUBLIC RECORDS:** Florida law provides that municipal records shall at all times be open for personal inspection by any person. Section 119.01, F.S., The Public Records Law. Information and materials received by City in connection with an ITB response shall be deemed to be public records subject to public inspection upon award, recommendation for award, or 10 days after bid opening, whichever occurs first. However, certain exemptions to the public records law are statutorily provided for in Section 119.07, F.S. If the Proposer believes any of the information contained in his or her response is exempt from the Public Records Law, then the Proposer, must in his or her response, specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption, otherwise, the City will treat all materials received as public records.
- 3.16 PROHIBITION OF INTEREST:** No contract will be awarded to a bidding firm who has City elected officials, officers or employees affiliated with it, unless the bidding firm has fully complied with current Florida State Statutes and City Ordinances relating to this issue. Bidders must disclose any such affiliation. Failure to disclose any such affiliation will result in disqualification of the Bidder and removal of the Bidder from the City's bidder lists and prohibition from engaging in any business with the City.
- 3.17 RESERVATIONS FOR AWARD AND REJECTION OF BIDS:** The City reserves the right to accept or reject any or all bids, part of bids, and to waive minor irregularities or variations to specifications contained in bids, and minor irregularities in the bidding process. The City also reserves the right to award the contract on a split order basis, lump sum basis, individual item basis, or such combination as shall best serve the interest of the City. The City reserves the right to make an award to the responsive and responsible bidder whose product or service meets the terms, conditions, and specifications of the ITB and whose bid is

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

considered to best serve the City's interest. In determining the responsiveness of the offer and the responsibility of the Bidder, the following shall be considered when applicable: the ability, capacity and skill of the Bidder to perform as required; whether the Bidder can perform promptly, or within the time specified, without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the Bidder; the quality of past performance by the Bidder; the previous and existing compliance by the Bidder with related laws and ordinances; the sufficiency of the Bidder's financial resources; the availability, quality and adaptability of the Bidder's supplies or services to the required use; the ability of the Bidder to provide future maintenance, service or parts; the number and scope of conditions attached to the bid.

If the ITB provides for a contract trial period, the City reserves the right, in the event the selected bidder does not perform satisfactorily, to award a trial period to the next ranked bidder or to award a contract to the next ranked bidder, if that bidder has successfully provided services to the City in the past. This procedure to continue until a bidder is selected or the contract is re-bid, at the sole option of the City.

- 3.18 **LEGAL REQUIREMENTS:** Applicable provisions of all federal, state, county laws, and local ordinances, rules and regulations, shall govern development, submittal and evaluation of all bids received in response hereto and shall govern any and all claims and disputes which may arise between person(s) submitting a bid response hereto and the City by and through its officers, employees and authorized representatives, or any other person, natural or otherwise; and lack of knowledge by any bidder shall not constitute a cognizable defense against the legal effect thereof.

PART IV BONDS AND INSURANCE

- 4.01 **PERFORMANCE BOND/IRREVOCABLE LETTER OF CREDIT:** If a performance bond or irrevocable letter of credit is required in Special Conditions, the Contractor shall within fifteen (15) working days after notification of award, furnish to the City a Performance Bond or an Unconditional Irrevocable Letter of Credit payable to the City of Fort Lauderdale, Florida, in the face amount specified in Special Conditions as surety for faithful performance under the terms and conditions of the contract. If the bond is on an annual coverage basis, renewal for each succeeding year shall be submitted to the City thirty (30) days prior to the termination date of the existing Performance Bond. The Performance Bond must be executed by a surety company of recognized standing, authorized to do business in the State of Florida and having a resident agent. If a Letter of Credit is chosen, it must be in a form acceptable to the City, drawn on a local (Broward, Dade or Palm Beach Counties) bank acceptable to the City and issued in favor of the City of Fort Lauderdale, Florida. If a Bidder wishes to use a non-local bank, he must have prior City approval of the requirements to draw against the Letter of Credit.

Acknowledgement and agreement is given by both parties that the amount herein set for the Performance Bond or Irrevocable Letter of Credit is not intended to be nor shall be deemed to be in the nature of liquidated damages nor is it intended to limit the liability of the Contractor to the City in the event of a material breach of this Agreement by the Contractor.

- 4.02 **INSURANCE:** If the Contractor is required to go on to City property to perform work or services as a result of ITB award, the Contractor shall assume full responsibility and expense to obtain all necessary insurance as required by City or specified in Special Conditions.

The Contractor shall provide to the Purchasing Division original certificates of coverage and receive notification of approval of those certificates by the City's Risk Manager prior to engaging in any activities under this contract. The Contractor's insurance is subject to the approval of the City's Risk Manager. The certificates must list the City as an **ADDITIONAL INSURED** and shall have no less than thirty (30) days written notice of cancellation or material change. Further modification of the insurance requirements may be made at the sole discretion of the City's Risk Manager if circumstances change or adequate protection of the City is not presented. Bidder, by submitting his bid, agrees to abide by such modifications.

PART V PURCHASE ORDER AND CONTRACT TERMS:

- 5.01 **COMPLIANCE TO SPECIFICATIONS, LATE DELIVERIES/PENALTIES:** Items offered may be tested for compliance to bid specifications. Items delivered which do not conform to bid specifications may be rejected and returned at Contractor's expense. Any violation resulting in contract termination for cause or delivery of items not conforming to specifications, or late delivery may also result in:
- Bidder's name being removed from the City's bidder's mailing list for a specified period and Bidder will not be recommended for any award during that period.
 - All City Departments being advised to refrain from doing business with the Bidder.
 - All other remedies in law or equity.
- 5.02 **ACCEPTANCE, CONDITION, AND PACKAGING:** The material delivered in response to ITB award shall remain the property of the Seller until a physical inspection is made and the material accepted to the satisfaction of the City. The material must comply fully with the terms of the ITB, be of the required quality, new, and the latest model. All containers shall be suitable for storage and shipment by common carrier, and all prices shall include standard commercial packaging. The City will not accept substitutes of any kind. Any substitutes or material not meeting specifications will be returned at the Bidder's expense. Payment will be made only after City receipt and acceptance of materials or services.
- 5.03 **SAFETY STANDARDS:** All manufactured items and fabricated assemblies shall comply with applicable requirements of the Occupational Safety and Health Act of 1970 as amended, and be in compliance with Chapter 442, Florida Statutes. Any toxic substance listed in Section 38F-41.03 of the Florida Administrative Code delivered as a result of this order must be accompanied by a completed Material Safety Data Sheet (MSDS).

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

- 5.04 **ASBESTOS STATEMENT:** All material supplied must be 100% asbestos free. Bidder, by virtue of bidding, certifies that if awarded any portion of the ITB he will supply only material or equipment that is 100% asbestos free.
- 5.05 **OTHER GOVERNMENTAL ENTITIES:** If the Bidder is awarded a contract as a result of this ITB, he will, if he has sufficient capacity or quantities available, provide to other governmental agencies, so requesting, the products or services awarded in accordance with the terms and conditions of the ITB and resulting contract. Prices shall be F.O.B. delivered to the requesting agency.
- 5.06 **VERBAL INSTRUCTIONS PROCEDURE:** No negotiations, decisions, or actions shall be initiated or executed by the Contractor as a result of any discussions with any City employee. Only those communications which are in writing from an authorized City representative may be considered. Only written communications from Contractors, which are assigned by a person designated as authorized to bind the Contractor, will be recognized by the City as duly authorized expressions on behalf of Contractors.
- 5.07 **INDEPENDENT CONTRACTOR:** The Contractor is an independent contractor under this Agreement. Personal services provided by the Proposer shall be by employees of the Contractor and subject to supervision by the Contractor, and not as officers, employees, or agents of the City. Personnel policies, tax responsibilities, social security, health insurance, employee benefits, purchasing policies unless otherwise stated in this ITB, and other similar administrative procedures applicable to services rendered under this contract shall be those of the Contractor.
- 5.08 **INDEMNITY/HOLD HARMLESS AGREEMENT:** The Contractor agrees to protect, defend, indemnify, and hold harmless the City of Fort Lauderdale and its officers, employees and agents from and against any and all losses, penalties, damages, settlements, claims, costs, charges for other expenses, or liabilities of every and any kind including attorney fees, in connection with or arising directly or indirectly out of the work agreed to or performed by Contractor under the terms of any agreement that may arise due to the bidding process. Without limiting the foregoing, any and all such claims, suits, or other actions relating to personal injury, death, damage to property, defects in materials or workmanship, actual or alleged violations of any applicable Statute, ordinance, administrative order, rule or regulation, or decree of any court shall be included in the indemnity hereunder.
- 5.09 **TERMINATION FOR CAUSE:** If, through any cause, the Contractor shall fail to fulfill in a timely and proper manner its obligations under this Agreement, or if the Contractor shall violate any of the provisions of this Agreement, the City may upon written notice to the Contractor terminate the right of the Contractor to proceed under this Agreement, or with such part or parts of the Agreement as to which there has been default, and may hold the Contractor liable for any damages caused to the City by reason of such default and termination. In the event of such termination, any completed services performed by the Contractor under this Agreement shall, at the option of the City, become the City's property and the Contractor shall be entitled to receive equitable compensation for any work completed to the satisfaction of the City. The Contractor, however, shall not be relieved of liability to the City for damages sustained by the City by reason of any breach of the Agreement by the Contractor, and the City may withhold any payments to the Contractor for the purpose of setoff until such time as the amount of damages due to the City from the Contractor can be determined.
- 5.10 **TERMINATION FOR CONVENIENCE:** The City reserves the right, in its best interest as determined by the City, to cancel contract by giving written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.
- 5.11 **CANCELLATION FOR UNAPPROPRIATED FUNDS:** The obligation of the City for payment to a Contractor is limited to the availability of funds appropriated in a current fiscal period, and continuation of the contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise authorized by law.
- 5.12 **RECORDS/AUDIT:** The Contractor shall maintain during the term of the contract all books of account, reports and records in accordance with generally accepted accounting practices and standards for records directly related to this contract. The form of all records and reports shall be subject to the approval of the City's Internal Auditor. The Contractor agrees to make available to the City's Internal Auditor, during normal business hours and in Broward, Dade or Palm Beach Counties, all books of account, reports and records relating to this contract for the duration of the contract and retain them for a minimum period of one (1) year beyond the last day of the contract term.
- 5.13 **PERMITS, TAXES, LICENSES:** The successful Contractor shall, at his own expense, obtain all necessary permits, pay all licenses, fees and taxes, required to comply with all local ordinances, state and federal laws, rules and regulations applicable to business to be carried on under this contract.
- 5.14 **LAWS/ORDINANCES:** The Contractor shall observe and comply with all Federal, state, local and municipal laws, ordinances rules and regulations that would apply to this contract.
- 5.15 **NON-DISCRIMINATION:** There shall be no discrimination as to race, sex, color, creed, age or national origin in the operations conducted under this contract.
- 5.16 **UNUSUAL CIRCUMSTANCES:** If during a contract term where costs to the City are to remain firm or adjustments are restricted by a percentage or CPI cap, unusual circumstances that could not have been foreseen by either party to the contract occur, and those circumstances significantly affect the Contractor's cost in providing the required items or services, then the Contractor may request adjustments to the costs to the City to reflect the changed circumstances. The circumstances must be beyond the control of the Contractor, and the requested adjustments must be fully documented. The City may, after examination, refuse to accept the adjusted costs if they are not properly documented, increases are considered to be excessive, or decreases are considered to be insufficient. In the event the City does not wish to accept the adjusted costs and the matter cannot be resolved to the satisfaction of the City, the City will reserve the following options:
1. The contract can be canceled by the City upon giving thirty (30) days written notice to the Contractor with no penalty to the

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

City or Contractor. The Contractor shall fill all City requirements submitted to the Contractor until the termination date contained in the notice.

2. The City requires the Contractor to continue to provide the items and services at the firm fixed (non-adjusted) cost until the termination of the contract term then in effect.
3. If the City, in its interest and in its sole opinion, determines that the Contractor in a capricious manner attempted to use this section of the contract to relieve themselves of a legitimate obligation under the contract, and no unusual circumstances had occurred, the City reserves the right to take any and all action under law or equity. Such action shall include, but not be limited to, declaring the Contractor in default and disqualifying him for receiving any business from the City for a state period of time.

If the City does agree to adjusted costs, these adjusted costs shall not be invoiced to the City until the Contractor receives notice in writing signed by a person authorized to bind the City in such matters.

- 5.17 **ELIGIBILITY:** If applicable, the Contractor must first register with the Department of State of the State of Florida, in accordance with Florida State Statutes, prior to entering into a contract with the City.
- 5.18 **PATENTS AND ROYALTIES:** The Contractor, without exception, shall indemnify and save harmless the City and its employees from liability of any nature and kind, including cost and expenses for or on account of any copyrighted, patented or un-patented invention, process, or article manufactured or used in the performance of the contract, including its use by the City. If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the bid prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.
- 5.19 **ASSIGNMENT:** Contractor shall not transfer or assign the performance required by this ITB without the prior written consent of the City. Any award issued pursuant to this ITB, and the monies, which may become due hereunder, are not assignable except with the prior written approval of the City Manager or selected designee.
- 5.20 **LITIGATION VENUE:** The parties waive the privilege of venue and agree that all litigation between them in the state courts shall take place in Broward County, Florida and that all litigation between them in the federal courts shall take place in the Southern District in and for the State of Florida.

PART I – GENERAL CONDITIONS

1. INTRODUCTION

The City of Fort Lauderdale is soliciting bids from qualified vendors, hereinafter referred to as the Contractor, to provide the City with a "help desk" software application solution for its Administrative Services - Information Technology Division, in accordance with the Invitation to Bid specifications contained herein.

2. ADDITIONAL INFORMATION: For information concerning bidding procedures contact the Procurement Specialist, Linda Wilson, at (954) 828-5933. For additional information concerning the technical specifications contained in this bid contact Donna Dargis, Technology Strategist at (954) 828-5126. Such contact is to be for clarification purposes only. Material changes, if any, to the written specifications or bidding procedures will only be transmitted by written addendum.

3. SELLING, TRANSFERRING OR ASSIGNING CONTRACT: No contract awarded under these terms, conditions and specifications shall be sold, transferred or assigned without the written approval of the City Manager, or designee.

4. ADDITIONS OR DELETIONS: The City reserves the right to add to, or to delete, any portion of this contract at any time without cause. The City reserves the right to add items of a similar nature, but not specifically listed in the Contract. The Contractor agrees to provide such items, and shall provide the City prices or contractual terms on such additional services based upon a formula or method which is the same or similar to that used in establishing the prices or contractual terms in his/her Bid. If the prices, or terms offered are not acceptable to the City, and the situation cannot be resolved to the satisfaction of the City, the City reserves the right to purchase those items or services from other Contractors, or to cancel the contract upon giving thirty (30) days written notice.

5. INSURANCE REQUIREMENTS: The Contractor shall provide insurance coverage as follows: Workers Compensation as required by Florida Statutes for benefit of Contractor employees. Notwithstanding FS 440.055, any firm performing work on behalf of the City of Fort Lauderdale must provide Workers' Compensation insurance.

Exceptions: Workers' Compensation Insurance will not be required if the individuals performing the work are a Corporate Officer, sole proprietor, or partner. In such case the firm must provide copies of their waivers as provided for by FS 440.05 & 440.055.

Commercial General Liability including Products/Completed Operations and Automobile Liability in the combined single limit of \$500,000.00 Dollars per occurrence. The Contractor shall provide to the Purchasing Division **original certificates of such coverage prior to engaging in any activities under this contract. Such certificate shall list the City as an additional insured and shall have no less than thirty (30) days notice of cancellation.** No work can be started until the certificate is submitted and approved by the City's Risk Manager.

6. INVOICES: The City will accept a single invoice on the acceptance by the City of a satisfactory and fully functional product. The invoice shall be accompanied by records fully detailing the amounts stated. The City will endeavor to pay invoices completely within thirty

(30) days of receipt of a the invoice, except for items questioned. The City shall notify the Contractor within ten (10) days of receipt of invoice of any items questioned. The Contractor shall prepare verification data for the amount claimed and provide complete cooperation during such investigation of any areas in the invoice subject to question.

The City of Fort Lauderdale has implemented a Purchasing Card program through SunTrust, using the Visa Network. Vendors will receive payment from these card purchases in the same manner as other Visa purchases. Please indicate your ability to accept Visa in the space provided on the Bid proposal Summary Page, attached to the ITB specifications.

7. MINORITY-WOMEN BUSINESS ENTERPRISE PARTICIPATION:

It is the desire of the City of Fort Lauderdale to increase the participation of minority (MBE) and women-owned (WBE) businesses in its contracting and procurement programs. While the City does not have any preference or set aside programs in place, it is committed to a policy of equitable participation for these firms. Bidders are also requested to include in their proposals a narrative describing their past accomplishments and intended actions in this area.

If bidders are considering minority or women owned enterprise participation in their proposal, those firms, and their specific duties have to be identified in the proposal. If a bidder is considered for award, he may be asked to meet with City staff so that the intended MBE/WBE participation can be formalized and included in the subsequent contract.

See General Conditions Section 1.08 for MBE and WBE definitions.

7.01. CERTIFICATION BY BROWARD COUNTY, FLORIDA:

If awarded a contract or purchase order as a result of this solicitation, and if the awarded contractor/vendor is claiming minority status in accordance with Section 1.08 of the General Conditions, then said awarded contractor/vendor shall apply for certification by Broward County, Florida, **Division of Equal Employment and Small Business Opportunity.** Contractor/vendor shall provide documentation of application status, and once approved or disapproved by Broward County, must also provide that documentation to the Purchasing Division of the City of Fort Lauderdale.

8. LOBBYING ACTIVITIES: Any Bidder or Proposer submitting a response to this solicitation must comply, if applicable, with the City of Fort Lauderdale Ordinance No. C-00-27, Lobbying Activities. Copies of Ordinance No. C-00-27 may be obtained from the City Clerk's office on the 7th Floor of City Hall, 100 North Andrews Avenue, Fort Lauderdale, FL 33301. The ordinance may also be viewed on the City's website at <http://ci.ftlaud.fl.us/documents/index/htm>

9. GENERAL CONDITIONS: Except for Special Conditions, all other conditions of the General Conditions, Form G-107, Rev. 11/98, are included by reference as a part of the ITB.

10. YEAR 2000 COMPLIANCY REQUIREMENT: The Proposer(s)/Contractor(s) warrants that each hardware, software and/or firmware product proposed or delivered under this ITB shall be able to accurately process date/time data (including, but not necessarily limited to; calculating, comparing, and sequencing) from, into, and between the twentieth and twentieth-first centuries, and years 1999 and 2000 and leap year calculations to the extent that other information technology being acquired, properly exchanges date/time data with it. If the contract requires that specific listed products must perform as a system in accordance with the foregoing warranty, then that warranty shall apply to those listed products as a system. The duration of this warranty and the remedies to the government for breach of this warranty shall be as defined in, and subject to, the terms and limitations of the Contractor's standard warranty or warranties, the remedies available to the government under this warranty shall include repair and/or replacement of any listed product whose non-compliance is discovered and made known to the Contractor(s) in writing. Nothing in this warranty shall be construed to limit any rights or remedies that government may otherwise have under this contract with respect to defects other than year 2000 performance.

The City, at it's sole option, may at any time, require the Proposer/Contractor to demonstrate the procedures it intends to follow in order to comply with all obligations contained in the RFP specifications.

Proposer warrants the products/system offered is fully compliant with year 2000 requirements.

11. SOFTWARE CODE IN ESCROW: The City requests the software provider to put the source code for this software in escrow. This will ensure that if the provider should discontinue operations or support, the City will have a means to access this Code, if necessary. Provider/Manufacturer shall indicate the ability to comply with this request in the Bid Summary Pages that follow.

PART II – SPECIAL CONDITIONS/SCOPE OF SERVICES

1. General Information/Purpose:

The City of Fort Lauderdale is seeking to replace its existing character based, UNIX helpdesk application with a state-of-the-art application that will streamline the help-desk call initiation and tracking process, easily create a knowledge base for future call reference, and contain a comprehensive trend analysis and report writing system. The proposed software is intended to replace the existing in-house developed "Action" system.

The system will be used to manage the City's internal help desk from initial call creation to problem resolution utilizing existing data sources for caller identification. The City will use this system to track call history, escalate calls to the appropriate technician, create a knowledge base of standard resolutions, report on any and all stored data, as well as manage and track workflow and customer service efficiency.

The successful Contractor shall be responsible to provide a software solution, in accordance with the ITB specifications, install, integrate (if applicable), and train designated City employees on its use, to the satisfaction of the City's Project Manager.

NOTE: Bidders MUST complete the Features Requirement Matrix and provide sufficient back-up information to clarify all matrix responses and to allow the City to properly evaluate the product abilities and capabilities, including any product peculiarities. .

2. TECHNICAL INFORMATION:

2.1. System Features

See Exhibit 1. Help-Desk System Features Matrix attached. Bidder MUST complete all information and provide back-up details, as an appendix to this EXHIBIT with the ITB response.

2.2. Application Requirements

See Exhibit 2. Help-Desk Application Requirements attached. Bidder MUST complete all information and provide back-up details, as an appendix to this EXHIBIT with the ITB response.

2.3. Costs to the City

Bidders shall provide the City with Firm, Fixed, costs for the software application, including one year warranty and support, including any proposed modifications or customizations offered in the Proposers response.

The costs must be provided in detail, in accordance with the attached Exhibit 3, Detailed Costs.

SPECIAL NOTE: BIDDERS ARE REQUESTED TO RETURN EXHIBIT 3 ON A DISKETTE, ALONG WITH A PRINTED COPY, AS A PART OF THE ITB RESPONSE. THIS WILL ASSIST US IN TABULATING THE COST RESPONSES.

Additional back-up detailing each cost factor, if applicable, should be included as an Appendix to this Exhibit with your ITB response.

3. TESTING AND ACCEPTANCE CRITERIA:

The Contractor shall successfully complete the acceptance testing requirements within ninety (90) days following the mutually agreed upon Contract Scope of Work and Timeline schedule. The City will accept the fully operational product(s) when the Contractor(s) have successfully proven the respective product to function in accordance with the ITB requirements, but not to exceed one hundred and twenty (120) days from the Timeline schedule established in the Contract agreement. Performance trial and acceptance testing shall be based on the system, including all equipment and software, being fully and consistently operational for a period of not less than thirty (30) working days after receipt and installation, unless an alternate period is mutually agreed to between the City and the Contractor prior to award. This testing and performance shall include all modifications and/or customizations proposed to meet the City's requirements. Both the City and the Contractor shall sign off on the performance trial as acceptance of a fully functional system.

The City will use this testing period to evaluate the products and verify that all requirements stated in this ITB have been met. In testing for acceptance, the City requires that the products operate problem-free for thirty (30) continuous working days. If it is determined that all requirements have not been met or that resolution of any problems can not be attained, the City reserves the right to return the product(s) at no cost to the City.

4. PAYMENT: Payment shall be based on City acceptance of a completely functional system in accordance with the ITB requirements and the resultant awarded contract.

5. Optional Extended Software Maintenance & Support:

Bidders shall provide the City with firm, fixed costs, or a firm, fixed escalation percentage, for years 2 through 5 for continued software maintenance and support, as a part of the ITB response.

5.1. Forms/Agreements:

If the City will be required to complete any agreement forms, related to the purchase or support of the requested product(s), bidder shall include those forms as a part of the ITB response. The City reserves the right to modify, change or delete items within the agreement, as may be required by the City's Attorney, to meet our legal requirements.

BID SUMMARY PAGES

Bidder, please complete the following information and return with your ITB response and page 1 of the Invitation to Bid:

1. Company

Name: _____
(legal registered)

Principal Contact

Person: _____
(name/title)

2. Is there anything contained in the ITB specifications which is NOT included in your ITB response?

YES: _____ NO: _____

IF YES, please provide details: _____

3. PRICING: Please provide a FIRM, FIXED, TOTAL COST TO THE CITY, FOB Destination, in accordance with the ITB specifications:

PLEASE COMPLETE EXHIBIT 3 - ATTACHED and return with a diskette containing this information, along with a printed copy.

3.1 OPTIONAL Extended Maintenance & Support, per ITB specifications for years:

Year 2: \$ _____

Year 3: \$ _____

Year 4: \$ _____

Year 5: \$ _____

OR

Firm, fixed escalation percentage/per year: _____%

Other Costs: Please indicate any additional costs related to the above software purchase, if applicable. (i.e. license fee, consulting service fees, etc.). This information may be attached as an appendix to your Bid submittal, EXHIBIT 3

5. Warranty: Please indicate manufacturers warranty period and details regarding the warranty:

6. DELIVERY TIMELINE: Please indicate the number of days to complete, and your proposed timeline for installation, training, testing and acceptance, following receipt of City Purchase order
_____ days

Timeline Attached: _____ YES

7. Client References: Please include a minimum of at least three (3) current and recent past client references who can support your ability to provide and perform the services, in accordance with the ITB specifications.

8. Did you include copies of any forms or agreements that may be required for the City to execute?

YES: _____ NO: _____

If NO: Please explain:

OTHER COMMENTS: _____

EXHIBITS

THE FOLLOWING EXHIBITS ARE LANDSCAPE

Exhibit 1

(Please provide any additional comments on a separate sheet)	PRIORITY 1= CRITICAL 2=DESIRABLE	Fully Provided	Provided with Modification	Custom Development Required	Separate Module Required	Provided by Reporting Tool	Not Provided	Comment Separate Sheet Y
	3=OPTIONAL							
01. SYSTEM FEATURES								
01.1 The system will automatically generate a helpdesk ticket or call number. There will be three separate departments who wish to avail themselves of this helpdesk application. This system should use some method of data segregation to keep call tickets separated by Department for search and reporting capabilities	1 Critical							
01.2 The system will allow for auto-population of caller identification fields using Microsoft Outlook Contact list. Our customer data is currently entered in a Microsoft Outlook Contact List. The new helpdesk software will need to integrate with Microsoft Exchange 5.5 and ultimately use LDAP query from Active Directory for use with Exchange 2000 in order to import or actively sync client data to the helpdesk application. It should not be necessary for staff to create a separate database file of caller information in this product.	1 Import Critical 2 Auto-sync is desirable							

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

(Please provide any additional comments on a separate sheet)	PRIORITY 1= CRITICAL 2=DESIRABLE	Fully Provided	Provided with Modification	Custom Development Required	Separate Module Required	Provided by Reporting Tool	Not Provided	Comment Separate Sheet Y
	3=OPTIONAL							
01.3 Initial call time and date fields will be automatically populated on any and all screens requiring this information. Other time and date fields, such as call completion or call escalation, should be editable by the technician preferably with a pull down calendar feature.	1 Critical							
01.4 The System Administrator will have full capability to customize screens including creation of dropdown lists. This process should be easy to do and not require vendor assistance.	1 Critical							
01.5 Microsoft Exchange will be the vehicle by which e-mail is sent notifying technicians of calls, creating follow-up flags, call escalation, and call completion notification to the caller of resolution.	1 Critical							
01.6 Technicians will be able to update or correct any erroneous information found on any screen on the call ticket.	1 Critical							

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

(Please provide any additional comments on a separate sheet)	PRIORITY 1= CRITICAL 2=DESIRABLE	Fully Provided	Provided with Modification	Custom Development Required	Separate Module Required	Provided by Reporting Tool	Not Provided	Comment Separate Sheet Y
	3=OPTIONAL							
01.7 The system will allow like fields to be populated automatically on all tabs. If contact information or other static information is found on more than one tab, then the system will complete those fields automatically on all tabs.	1 Critical							
01.8 Helpdesk calls will be escalated to a higher-level technician or the manager if not handled within a specified amount of time. The System Administrator will control escalation criteria of calls.	1 Critical							
01.9 Upon call initiation and entering the customer name, the System will show a history of the customer calls including dates, times, involved staff, notes, resolution text or any change made to the ticket. The amount of historical information shown may be adjusted by date or time criteria set by the administrator.	1 Critical							
01.10 Follow-up reminders on open calls will be sent via Microsoft Outlook e-mail to the responsible technician	1 Critical							

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

(Please provide any additional comments on a separate sheet)	PRIORITY 1= CRITICAL 2=DESIRABLE	Fully Provided	Provided with Modification	Custom Development Required	Separate Module Required	Provided by Reporting Tool	Not Provided	Comment Separate Sheet Y
	3=OPTIONAL							
01.11 There will be a mechanism in the system where the Technician can set an "Agent Busy" flag notifying the first level support of his/her busy/not busy status.	3 Optional							
01.12 The system will allow a call to be traced by various fields including customer, technician, call type, ticket number, etc.	1 Critical							
01.13 The system will send a Microsoft Outlook e-mail to the customer when the status of their call becomes closed.	3 Optional							
01.14 The system will be easy to use. Screens should be concise and not cluttered. There should be click access to each field so the user does not need to tab through unnecessary fields to arrive at the desired field. Anyone with a basic Windows background should be able to receive limited instructions and feel comfortable working with the program.	1 Critical							
01.15 The system should allow for the creation of tickets for pre-defined common calls such as "Reset Password". These calls need to be quickly created and immediately closed with a canned resolution.	1 Critical							

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

(Please provide any additional comments on a separate sheet)	PRIORITY 1= CRITICAL 2=DESIRABLE	Fully Provided	Provided with Modification	Custom Development Required	Separate Module Required	Provided by Reporting Tool	Not Provided	Comment Separate Sheet Y
	3=OPTIONAL							
01.16 The system should allow for the creation of one ticket for the same call reported by multiple customers, such as E-mail is down.	1 Critical							
01.17 The system should allow the ability to create a project or work order from a call ticket. (I.e.) If a customer needs to move PC's from one office to another, etc.	1 Critical							
02 INTRANET CAPABILITIES								
02.1 Allow customer call tracking via the Intranet	2 Desirable							
02.2 Allow the customer to initiate an initial call of a non-emergency nature via the Internet	2 Desirable							
02.3 Technician will have access to application features via the Intranet. This will allow technical staff to maintain and manage calls while off site.	2 Desirable							

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

(Please provide any additional comments on a separate sheet)	PRIORITY 1= CRITICAL 2=DESIRABLE	Fully Provided	Provided with Modification	Custom Development Required	Separate Module Required	Provided by Reporting Tool	Not Provided	Comment Separate Sheet Y
	3=OPTIONAL							
03. OPTIONAL ADDITIONAL FEATURES								
A. The system will allow visual customization of pages posted to the City Intranet site by the City Webmaster.	1 Critical if Web based or Web component is purchased							
B. Posted web pages to the City's Intranet must conform to the City's visual specifications. (Attachment 1)	1 Critical if system is Web based or Web component is purchased							
04. KNOWLEDGEBASE								
04.1 The system will allow for the creation of a call resolution knowledgebase. This should be a single knowledgebase (citywide) for all participating departments. Resolutions will be directed to the appropriate approval authority prior to becoming part of the knowledgebase.	1 Create new, 2 Import existing, 2 Import Word documents, 3 Tec Net CD's, 3 Automatic suggested solutions							
04.2 The knowledgebase will allow for Boolean search with wild card capability.	1 Critical							

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

(Please provide any additional comments on a separate sheet)	PRIORITY 1= CRITICAL 2=DESIRABLE	Fully Provided	Provided with Modification	Custom Development Required	Separate Module Required	Provided by Reporting Tool	Not Provided	Comment Separate Sheet Y
	3=OPTIONAL							
05. SECURITY								
05.1 Security will be determined, set, and modified by the System Administrator(s). Individual departments must be capable of setting their own security. See 01.1 Data Segregation.	1 Critical							
05.2 The system will have the capability to set individual security specific to groups, department(s), individuals, logons, and fields	1 Critical							
06. REPORTING								
06.1 Standard Reports should include but not be limited to: % of calls resolved within 4 hours; % of calls resolved by resolution type (i.e.) rebooting; the number of calls per day, per technician, etc.; the average response time.	2 Desirable							
06.2 The system shall allow custom reports using the current version of Crystal Reports	1 Critical							
07. DATABASE								
07.1 The system shall use a MS SQL Server or Oracle relational database	1 Critical							

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

(Please provide any additional comments on a separate sheet)	PRIORITY 1= CRITICAL 2=DESIRABLE	Fully Provided	Provided with Modification	Custom Development Required	Separate Module Required	Provided by Reporting Tool	Not Provided	Comment Separate Sheet Y
	3=OPTIONAL							
07.2 The vendor will make the database schema available upon delivery of the system.	1 Critical							
07.3 The vendor will make the data dictionary available upon delivery of the system.	1 Critical							
08. INTEGRATION								
08.1 The helpdesk software will need to integrate with Microsoft Exchange 5.5 and ultimately use LDAP query from Active Directory for use with Exchange 2000 in order to import or actively sync client data.	1 Critical							
08.2 The system will integrate with Microsoft SMS 2.0 using SQL 7 for Hardware/Software configuration and remote control capabilities.	2 Desirable							
08.3 The system may integrate with Nortel Phone systems generating a call ticket that includes the customer name and telephone information.	3 Optional							
09. Asset Management								
09.1 The system's Asset Management module fields must be customizable by the Administrator.	1 Critical							
09.2								

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

(Please provide any additional comments on a separate sheet)	PRIORITY 1= CRITICAL 2=DESIRABLE	Fully Provided	Provided with Modification	Custom Development Required	Separate Module Required	Provided by Reporting Tool		Not Provided		Comment Separate Sheet Y	
	3=OPTIONAL										
09.2 The Asset Management module must be able to import asset information from a Microsoft Excel worksheet and place the information in the correct fields	1 Critical										
09.3 The Asset Management module must allow tracking of hardware and peripherals transferred to another owner	2 Desirable										

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

EXHIBIT 2

		COMPLIES		COMMENTS
	FULLY COMPLIES	PARTIALLY COMPLIES	DOES NOT COMPLY	
1.0 SERVER				
The City will provide the server using ArcServ as the enterprise backup product. <i>The Vendor should list required specifications for the server including, but not limited to: operating system, disk space, memory and CPU speed. State Minimum and Preferred specifications to accommodate future updates needed.</i>				
2.0 WORKSTATIONS				
The City has a variety of microcomputers which will need to access the Helpdesk Application software. Minimum specifications of existing microcomputers range as follows:				
Operating System: Win98, WinNT4, Win 2000				
Memory: 32MB to 256MB or more				
Speed: 100MHz - 866MHz or more				

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

		COMPLIES		COMMENTS
	FULLY COMPLIES	PARTIALLY COMPLIES	DOES NOT COMPLY	
3.0 SOFTWARE REQUIREMENTS				
For in-house support purposes, the City requires that all server software run on a Windows 2000 operating system.				
4.0 PRINTING REQUIREMENTS				
The selected Helpdesk application is required to print to any of the City's network printers. Most printers are Hewlett Packard brand, connected to the network via jet direct ethernet devices, or Lexmark using Axis printing devices.				

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

		COMPLIES		COMMENTS
	FULLY COMPLIES	PARTIALLY COMPLIES	DOES NOT COMPLY	
6.0 SUPPORT REQUIREMENTS				
The City requires a toll-free phone number to call for application software support, five (5) days a week, and twelve (12) hours/day between the hours of 8:00 AM and 8:00 PM EST. Maximum one hour response time for non-critical calls and immediate response for emergency (down) calls. The proposed application will be heavily used and is crucial to be up and operational at all times.				
7.0 TRAINING REQUIREMENTS				
The City will require application training for 30 Students to be held at a City of Fort Lauderdale training facility. A separate Administrative training session will be held for at least six (6) City employees to be held in the City's training facility to be determined. This may require 2 or more training sessions.				

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

		COMPLIES		COMMENTS
	Fully Complies	Partially Complies	Does Not Comply	
8.0 DOCUMENTATION				
The successful vendor must provide three (3) complete sets of administration/technical manuals and three (3) sets of user documentation for the proposed application. The documentation must be allowed to be reproduced, strictly for City employee use.				
The successful vendor will supply documentation outlining database backup processes to ensure full data recovery in the event of a disaster.				

EXHIBIT 3

CITY OF FORT LAUDERDALE HELPDESK APPLICATION COSTS								
DETAILED COSTS OF APPLICATION		DETAILED COSTS						
		(Please provide additional comments on a separate sheet)						
		Base	Custom	Separate	Training &	1 st Yr SW	User	Comments
		Application	Development	Module	Misc.	Support &	License	Separate
		Costs	Charges	Costs	Costs	Maint. Costs	Costs	Sheet Y
Basic Application Costs	Helpdesk Application Costs. Breakdown Helpdesk, Asset Management, and Web component if system is sold ala carte							
Licensing	Database and User Licenses. This includes 6 Administrators, 30 Technicians, 1500 customers							
Installation of Application	Breakdown Installation of Client, Server, and Web components costs							
Screen Design and Pull Down Lists Consultation	Consultation on Screen Design and Workflow processes to best serve the City's Helpdesk needs.							
Training	Administrator and Technician training at City of Fort Lauderdale Facility.							
	SUBTOTAL							

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

DETAILED COSTS OF APPLICATION		DETAILED COSTS						
		(Please provide additional comments on a separate sheet)						
		Base	Custom	Separate	Training &	1 st Yr SW	User	Comments
		Application	Development	Module	Misc.	Support &	License	Separate
		Costs	Charges	Costs	Costs	Maint. Costs	Costs	Sheet Y
Air Travel	Advanced notice coach flight							
Daily per Diem	Total Expenses including Daily room and meal allowance							
	FIRM FIXED TOTAL COSTS							

ITB NO. 512-8493, PURCHASE OF A 'HELP DESK' SOFTWARE SYSTEM SOLUTION

		DETAILED COSTS						
		(Please provide additional comments on a separate sheet)						
2-5 Year - Yearly Maintenance Costs	Software maintenance, upgrades, and support costs broken down by year for a 2- 5 year period	Yr 2 SW	Yr 3 SW	Yr 4 SW	Yr 5 SW			
	Base Support Costs							
	Custom Maintenance and Support Costs							
	Separate Module Costs							
	FIRM FIXED TOTAL COSTS							

ATTACHMENT 1

City of Fort Lauderdale Specifications for Development of Inernet/Intranet Pages

The City of Fort Lauderdale has developed the following specifications for pages to be posted on the City's Internet site. Before applications or web pages are created, the Webmaster or the Public Information Manager must approve all copy and design, to maintain site consistency and conform to established guidelines for composition, logo use and format.

Visual Specifications for Development of Web Pages:

The City of Fort Lauderdale's web site is frameless. If frames are to be used for an application, drafts of the application's structure must be approved prior to the beginning of programming.

COLORS

<i>Blue</i>	R0	G51	B153 - #003399
<i>Red</i>	R204	G0	B0 - #CC0000
<i>White</i>	R255	G255	B255 - #FFFFFF

Copy must be in black

FONTS

Arial / Helvetica

Headers to be H3 or fontsize 4

Body copy to be fontsize 2 (italics and/or bold may be used for emphasis)

LINKS

Links are indicated by an underline.

BACKGROUND

None

TABLE WIDTHS

NO FRAMES

Tables should be no wider than 590 pixels.

FRAMES

All frames should fit together in 640x480 with no horizontal scroll. Any variation must be approved in advance.